

MICHIGAN KNIGHTS OF COLUMBUS

SUPPORTING A NONPROFIT'S LARGE STATEWIDE MEMBERSHIP AND NETWORK



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RUSSELL LONG

STATE TECHNOLOGY SUPPORT DIRECTOR

The Michigan State Council of the Knights of Columbus is a statewide fraternal organization affiliated with the Roman Catholic Church. The Michigan State Council has approximately 70,000 members located throughout the state. From its beginnings, the Knights of Columbus have promoted the principles of charity, unity, fraternity and patriotism. Knights contribute to the welfare of their parishes and communities, and seek to help the needy through financial and volunteer support.

The Michigan State Council administers a statewide email system to facilitate communication throughout the organization. The Council provides remote support to the approximately 2,000 state directors, local Grand Knights and other local officers using the email system.

FINDING A SOLUTION TO SUPPORT THE ORGANIZATION'S EMAIL SYSTEM

"We rolled out a new email system for our members a few years ago," said Russell Long, State Technology Support Director for the Michigan State Council of the Knights of Columbus. "As you can imagine, the skill level of our members when it comes to technology varies widely. With a membership that spans the state of Michigan, I couldn't provide in-person support to everyone. I was spending a lot of time on the telephone trying to walk members through setting up their email and sometimes just helping them log into the system itself. Not being able to see their computer screen or know whether they were following my directions correctly made the troubleshooting process very aggravating for them and for me. As a result, we decided we needed a remote support solution to better serve our members."

Long had worked with Bomgar's remote support solution previously and knew it would be an excellent choice to streamline the support process and improve the user experience for Knights of Columbus members. The Michigan State Council has one small office with two employees and its local and statewide officials perform work for the organization from their homes or offices. As a result, the Council chose to implement the Bomgar solution through a hosted license rather than having an appliance on-site.

An important consideration in choosing Bomgar was security. "We support many charities and get a lot of requests for donations to help them with their work. It is very important to our organization to keep information concerning these requests and the donations decisions we make confidential. With Bomgar, we know that remote support sessions will employ 256-bit Advanced Encryption Standard SSL to encrypt all application communications," Long explained.

ENHANCING THE MEMBERS USER EXPERIENCE

"Using Bomgar for remote support has dramatically improved my ability to help our members," said Long. "When someone calls me or sends me an email that they need assistance, it is far easier for me to actually log in and take a look at the situation than having them try to describe everything to me or read me the error messages they are getting. I can just point them to our Bomgar log-in page or send them a link by email and with one click I can immediately start troubleshooting their issue."



In addition to supporting members having problems with email, such as forgotten passwords or trouble sending or receiving emails, Long uses Bomgar to support a wide range of other technology issues. For the organization's core 200 to 300 key leaders and state directors, Long provides support for a wide-variety of laptops, desktops and computer applications. "With Bomgar, I have the ability to show them how to use their device or application, just as if I were sitting there with them. They really appreciate that," said Long.

Long identified ease of use as another important feature of the Bomgar solution. "There are two other people in the organization that use Bomgar on occasion, backing me up if I'm not available or if our call volume is high. Neither of them had worked with remote support solutions before using Bomgar. It was very easy for them to get up to speed using the features of the tool."

FUTURE-PROOFED AND EASY TO INTEGRATE WITH OTHER SYSTEMS

Long plans to integrate Bomgar with a ticketing system in the near future. "I envision a system in which our members can send an email to a support email address requesting assistance and it will be logged in an internal ticketing system that will allow the support team to split up the work if we are overloaded." Bomgar's open application programming interface (API) and Integration Client enables the easy creation of custom integrations that automate tasks such as tying remote sessions to help desk tickets and associating session logs to call recordings.

Summing up the experience using Bomgar, Long said: "I've worked with Bomgar for several years now and the greatest thing about Bomgar, in my opinion, is that it just works. It is easy to use in providing support and it makes it easy for our members to get the support they need. That's exactly what you want in a remote support solution."

ABOUT BOMGAR

Bomgar provides remote support solutions for easily and securely supporting computing systems and mobile devices. The company's appliance-based products help organizations improve tech support efficiency and performance by enabling them to securely support nearly any device or system, anywhere in the world — including Windows, Mac, Linux, iOS, Android, BlackBerry and more. More than 6,500 organizations across 65 countries have deployed Bomgar to rapidly improve customer satisfaction while dramatically reducing costs. Bomgar is privately held with offices in Jackson, Atlanta, Washington D.C., Paris and London, and on the web at www.bomgar.com.

